



Service Bulletin

PRELIMINARY INFORMATION

Subject: OnStar Bluetooth Pairing Limit And Operational Characteristics

Models: 2008-2017 GM Passenger Cars and Light Duty Trucks
With OnStar Bluetooth Option (RPO UPF or UWE)

This PI was superseded to update Model Years. Please discard PIC5759A.

The following diagnosis might be helpful if the vehicle exhibits the symptom(s) described in this PI.

Condition/Concern

A customer may comment that they are unable to pair a phone to the vehicle and they may receive a message stating that the maximum number of phones are currently paired to the vehicle. A customer may also notice a slight auto connect delay when comparing the phone in slot 5 to the phone in slot 1.

Recommendation/Instructions

This is normal operation. The maximum number of 5 phones can be paired to a vehicle. Furthermore, when the ignition is turned on, the system will search in order from 1 through 5 until it finds a paired phone.

Note: For information on Bluetooth pairing, deleting phones, transferring calls, etc., please reference the associated vehicles' Customer's Owner's Manual or you can go to <http://gmtotalconnect.com/>.

Please follow this diagnostic or repair process thoroughly and complete each step. If the condition exhibited is resolved without completing every step, the remaining steps do not need to be performed.

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from the information.



WE SUPPORT VOLUNTARY TECHNICIAN CERTIFICATION